

STATE LIBRARY OF QUEENSLAND

OPERATIONAL PLAN 2022-23

Objective 1

TRUSTED CONTENT

Collect, preserve and provide access to trusted content

Objective 2

SHARED EXPERIENCES

Grow our audience through rewarding experience

Objective 3

FUTURE-FOCUSED PEOPLE AND PROCESSES

Enable continuous improvement and innovation

PERFORMANCE INDICATORS AND TARGETS

Additions to Queensland Memory collections
41,000

Use of collections
15,000,000

Visits to State Library onsite and online
4,500,000

New members
40,000

Overall visitor satisfaction with services and programs
95%

Average cost per visit
≤ \$7.50

Local Government satisfaction with State Library service delivery
80%

STRATEGIES

Intentionally collect a trusted record of Queensland
Seek and share diverse stories
Encourage and collaborate on research to deepen knowledge
Engage with people as seekers and creators
Preserve the collection for future generations

Improve access, so it's easier to find and use information
Empower our clients to create, participate and learn
Scale services to reach new audiences
Deliver and promote lifelong learning opportunities
Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

A culturally diverse workforce, with different skillsets, experiences and thinking styles
Share, understand, and challenge our own and others' work so we continue to transform
Evaluate our services and share compelling stories of impact
Attract investment and partnerships

FOCUS ACTIVITIES 2022-23

Intentionally seek, collect and share authentic Queensland stories
Share First Nations perspectives through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways

Deliver online and onsite experiences that empower, stimulate and enrich
Partner with Local Government to enhance the role of public libraries in building community capacity, cohesion and resilience

Invest in our people to enable us to do our best
Achieve fit for purpose digital services and effective business models
Increase revenue through philanthropy, sponsorships and own-source revenue initiatives

State Library will continue to ensure **human rights** are central to our work, including the ongoing review of policies, programs, procedures, practices and service delivery to ensure that decisions and actions are compatible with human rights.

State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples*. The *Queensland Human Rights Act 2019* also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.

The Operational Plan 2022-23 focus activities align with **Creative Together 2020-30:**

A 10-year Roadmap for arts, culture and creativity in Queensland to:

- elevate First Nations arts
- activate Queensland's local places and global digital spaces
- drive social changes across the state
- strengthen Queensland communities
- share our stories and celebrate our storytellers.

The Operational Plan also aligns with **specific purpose planning** including our Strategic Workforce Plan, Business Continuity Plan, Agency Procurement Framework and Significant Procurement Plans. State Library's risk management system aligns with other agency processes to manage risk.

Operational risks and opportunities

The Audit and Risk Management Committee (a subcommittee of the Library Board of Queensland) oversees risk management, considering the potential impact strategic and operational risks and opportunities may have on State Library's service delivery, and how these risks will be managed or mitigated, and opportunities realised. The committee reviews quarterly reports on actions for strategic and operational risks which relate to collections, service delivery, reputation, governance, contracts and agreements, funding capability and culture. A risk management strategy for child-related duties has also been implemented.

COVID-19 has significantly impacted service delivery and represents a continued risk to operations in 2022-23. State Library will continue to be agile with service delivery, acknowledging that capacity to reach performance targets may be compromised.

Output report

State Library's service area objective is to collect and preserve a comprehensive collection of Queensland's cultural and documentary heritage and contribute to the cultural, social, and intellectual development of all Queenslanders.

The primary source of funding for the service area is the Queensland Government grant, which supports free access to collections and free access to most State Library services and programs. The balance of funding is derived from other revenue including Queensland Library Foundation donations, other government funding, interest on bank accounts, user charges and sponsorship revenue. State Library does not separate activities to be funded from commercial operations. Commercial revenue is used to supplement Parliamentary appropriations for a range of activities. Queensland Library Foundation will continue to raise funds to support specific collection purchases, fellowships, exhibitions, projects and online resources. There are no outputs not in the Library Board of Queensland's commercial interests to supply. No major investments or borrowings are intended during 2022-23.

